

# **Disaster Recovery Reference**

## **ZENworks® 11 Support Pack 2**

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# About This Guide

This *ZENworks 11 SP2 Disaster Recovery Reference* explains the disaster recovery mechanisms available to help you protect the first Primary Server of a Management Zone if an organizational risk assessment identifies a need for such steps:

- ♦ Chapter 1, “Backing Up and Restoring the ZENworks Server and Certificate Authority,” on page 7
- ♦ Chapter 2, “Replacing Primary Servers,” on page 11
- ♦ Chapter 3, “Changing the IP Address or DNS Name of Primary Servers,” on page 19
- ♦ Chapter 4, “Reconfiguring a Zone Certificate Before It Expires,” on page 23
- ♦ Chapter 5, “Reconfiguring a Zone Certificate After It Expires,” on page 31

## Audience

This guide is intended for ZENworks administrators.

## Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

## Additional Documentation

ZENworks 11 SP2 is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks 11 SP2 documentation Web site \(http://www.novell.com/documentation/zenworks11\)](http://www.novell.com/documentation/zenworks11).



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# 1 Backing Up and Restoring the ZENworks Server and Certificate Authority

The following sections provide more information about backing up and restoring a ZENworks Server and certificate authority:

- ♦ [Section 1.1, “Backing Up a ZENworks Server,” on page 7](#)
- ♦ [Section 1.2, “Restoring a ZENworks Server,” on page 8](#)
- ♦ [Section 1.3, “Backing Up the Certificate Authority,” on page 9](#)
- ♦ [Section 1.4, “Restoring the Certificate Authority,” on page 9](#)

## 1.1 Backing Up a ZENworks Server

Novell ZENworks 11 allows you to back up and restore the configuration files for a ZENworks Primary Server. This enables you to maintain a ZENworks Server’s identity and configuration if a server fails or if you need to upgrade to new server hardware.

A ZENworks Server only needs to be backed up once. The backup saves only the configuration files. The following items must be backed up separately:

- ♦ The content repository (bundle, policy, and image files). You should do a separate backup for the content repository if you only have one Primary Server in the Management Zone. If you have two or more Primary Servers and you’ve replicated all content to both servers, they serve as backup copies to each other.
- ♦ The ZENworks database (if it resides on the ZENworks Server). Backing up the ZENworks Server and backing up the ZENworks database are two separate processes. If your ZENworks database resides on the same server as one of your ZENworks Servers, first back up the database and then back up the ZENworks Server. Because the ZENworks database changes frequently, you should back up the database on a regular schedule. For information about backing up the database, see the [ZENworks 11 SP2 Database Management Reference](#).

When you back up a ZENworks Server using a `zman` command, all files in the `Novell\ZENworks\conf` directory on a Windows server or the `etc/opt/novell/zenworks/` directory on a Linux server are stored in an encrypted backup file in a location that you specify.

- 1 (Conditional) If the server you are backing up hosts the ZENworks database, manually back up the database file to a safe location.

For information about backing up the database, see the [ZENworks 11 SP2 Database Management Reference](#).

- 2 At a command prompt on the ZENworks Server, enter the following command:

```
zman zenserver-backup path_to_backup_file_to_create
```

For example:

```
zman zenserver-backup c:\zcm_backups\zone_backup.bak
```

or

```
zman zenserver-backup /root/zcm_backups/zone_backup.bak
```

- 3 When prompted, enter a ZENworks administrator name and password.
- 4 When prompted, enter a passphrase (at least 10 characters) to be used for encrypting the backup file.

Make sure you remember this passphrase. You must enter it if you ever need to restore the server.

- 5 (Conditional) If this is your only Primary Server, or if this is the only Primary Server that contains all content defined in your Management Zone, manually back up your content repository to a safe location.

For information on the content repository, see “[Content](#)” in the *ZENworks 11 SP2 Primary Server and Satellite Reference*.

---

**IMPORTANT:** If this is the only Primary Server that contains all of your defined content for the Management Zone and you do not back up the content repository, you are not prepared for a full disaster recovery.

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- 6 Repeat [Step 1](#) and [Step 5](#) on a regular basis.

The zman command documented in [Step 2](#) through [Step 4](#) only needs to be run once.

## 1.2 Restoring a ZENworks Server

This procedure assumes the following:

- ♦ You have a backup of the ZENworks Server’s configuration information. See [Section 1.1, “Backing Up a ZENworks Server,”](#) on page 7.
- ♦ If the ZENworks database resides on the ZENworks Server, you have a backup of the database. See “[Backing Up the Embedded Sybase SQL Anywhere Database](#)” in the *ZENworks 11 SP2 Database Management Reference*.
- ♦ The bundles and policies that are stored on the ZENworks Server have been replicated to other ZENworks Servers. If not, distribution of a policy or bundle from the restored ZENworks Server fails.
- ♦ The image files that are stored on the ZENworks Server are available on another ZENworks Server. If not, distribution of the image files from the restored ZENworks Server will fail.

---

**IMPORTANT:** When you restore the ZENworks Server and the database, you must first restore the ZENworks Server, then continue with restoring the latest backed-up ZENworks database.

---

To restore a ZENworks server:

- 1 Reinstall the ZENworks Server, using the same IP address and DNS name.

If you do not use the same IP address and DNS name, any devices that connect to the server need to reregister.

If you have only one Primary Server connected to an external database in a zone, reinstall the Primary server and create a dummy database during the installation. You do not need to create an internal database.

If you have more than one Primary server connected to an external database in a zone, reinstall the failed Primary server as a second Primary Server. You are not prompted to configure the database during the installation.



- 2 Ensure that you have read/write rights to the `Novell\ZENworks\conf` directory on a Windows server or the `etc/opt/novell/zenworks` directory on a Linux server.
- 3 At a command prompt on the ZENworks Server, enter the following command:

```
zman zenserver-restore path_to_backup_file_to_restore
```

For example:

```
zman zenserver-restore c:\zcm_backups\zone_backup.bak
```

or

```
zman zenserver-restore /root/zcm_backups/zone_backup.bak
```

- 4 When prompted, enter a ZENworks administrator name and password.
- 5 When prompted, enter the pass phrase (at least 10 characters) to be used for decrypting the backup file.  
  
This is the same passphrase that was entered to encrypt the file when backing up the server.
- 6 (Conditional) If the database is located on the server, restore the database after the ZENworks Server information has been restored. For instructions, see [“Restoring the Embedded Sybase SQL Anywhere Database”](#) in the *ZENworks 11 SP2 Database Management Reference*.
- 7 (Conditional) If you have backups of the image files, restore the files to the `Novell\Zenworks\work\content-repo\images` directory on a Windows server or the `/var/opt/novell/zenworks/content-repo/images` directory on a Linux server.
- 8 Restart the ZENworks Server.

## 1.3 Backing Up the Certificate Authority

To back up the certificate authority files on the Primary Server that is configured to be the ZENworks internal certificate authority:

- 1 At the command prompt of the ZENworks Server, enter the following command:  

```
zman certificate-authority-export (certificate-authority-export/cae) [options] (file path)
```

  
This command exports the key-pair credentials of the zone certificate authority to a file. For more information about zman certificate authority commands, see [“zman\(1\)”](#) in the *ZENworks 11 SP2 Command Line Utilities Reference*.
- 2 Enter the username and password of the administrator of the Management Zone.
- 3 Enter a passphrase for the file encryption.  
  
Make sure you remember this passphrase. You must enter it if you ever need to restore the server.

## 1.4 Restoring the Certificate Authority

To restore the certificate authority files on the Primary Server that is configured to be the ZENworks internal certificate authority:

- 1 At the command prompt of the ZENworks Server, enter the following zman command:  

```
zman certificate-authority-import (certificate-authority-import/cai) (file path)
```

This command imports the key-pair credentials of the zone certificate authority from a file. For more information about zman certificate authority commands, see “zman(1)” in the *ZENworks 11 SP2 Command Line Utilities Reference*.

- 2 Enter the username and password of the administrator of the Management Zone.
- 3 Enter the file encryption passphrase you specified when you backed up the certificate authority files (Step 3 in Section 1.3, “Backing Up the Certificate Authority,” on page 9).
- 4 Manually open the CaConfig.xml file, which is located in `ZENworks_installation_directory\conf\security\` directory on Windows and in the `/etc/opt/novell/zenworks/security/` directory on Linux, to ensure that the `<Keystore>` tag contains the correct path of `zenca.keystore`. The `zenca.keystore` file is located by default in the `ZENworks_installation_directory\security\` directory on Windows and in the `/etc/opt/novell/zenworks/security/` directory on Linux.
- 5 (Conditional) If you edit the `zenca.keystore` path in the CaConfig.xml file in Step 4, you must restart the Novell ZENworks Server service:
  - ◆ **On Windows:** Do the following:
    1. From the Windows desktop Start menu, click *Settings > Control Panel*.
    2. Double-click *Administrative Tools > Services*.
    3. Restart *Novell ZENworks Server*.
  - ◆ **On Linux:** At the console prompt, enter `/etc/init.d/novell-zenserver restart`.

---

# 2 Replacing Primary Servers

- ♦ [Section 2.1, “Replacing the First Primary Server with the Second Primary Server,” on page 11](#)
- ♦ [Section 2.2, “Replacing an Existing Primary Server with a New Primary Server,” on page 15](#)

## 2.1 Replacing the First Primary Server with the Second Primary Server

You can replace the first Primary Server in your Management Zone with an existing second Primary Server or with a new server. If you choose to replace the first Primary Server with a new server that has a different hostname and IP address, you must install ZENworks 11 SP2 on the new server in the same Management Zone. Consequently, the new server becomes the first Primary Server.

The first Primary Server and the second Primary Server must have the same version of the ZENworks 11 SP2 installed.

---

**NOTE:** This scenario has been tested on the following platform combinations:

- ♦ Windows Server 2003 (32-bit) to Windows Server 2008 (32-bit)
- ♦ SUSE Linux Enterprise Server (SLES) 10 (32-bit) to SLES 10 (32-bit)

This scenario is not supported on Windows to Linux and vice-versa platform combinations.

---

To replace the first Primary Server with the second Primary Server:

- 1** Make sure that all the contents of the `content-repo` directory of the first Primary Server are replicated to the second Primary Server.

The `content-repo` directory is located in the `ZENworks_installation_directory\work\` directory on Windows and in the `/var/opt/novell/zenworks/` directory on Linux.

- 2** (Conditional) If the first Primary Server has add-on images:

- 2a** In ZENworks Control Center for the second Primary Server, click the *Bundles* tab, then click the Imaging bundle.


The *Summary* tab is displayed.

- 2b** Click *Edit* next to *Add-on Image File*.

The Bundle Add-on Image wizard is displayed.

- 2c** On the *Add Image Server Address* page, select the first Primary Server that is associated with the bundle, then click *Remove*.

- 2d** Click *Add*.

- 2e** Click  next to the *Servers* folder to navigate through the folders until you find the second Primary Server.

- 2f** Select the second Primary Server to display its name in the *Selected* list, then click *OK*.

**2g** Click *Finish*.

The add-on image is associated with the second Primary Server, and the add-on image content is created on the second Primary Server.

**2h** In the *Summary* tab of the bundle, click the *Increment Version* underlined link for *Version*, then click *Yes* in the Confirm Version Increment dialog box.

**3** (Conditional) If the first Primary Server has a ZENworks Imaging bundle, copy the bundle to the second Primary Server:


**3a** Manually copy all the files with the `.zmg` extension from the `/content-repo/images` directory of the first Primary Server to the `/content-repo/images` directory on the second Primary Server.

**3b** In ZENworks Control Center of the second Primary Server, click the *Bundles* tab, then click the Imaging bundle.


**3c** Click the *Actions* tab.

**3d** Click the ZENworks Image action.

The Edit Action dialog box is displayed.

**3e** In the *ZENworks Image* field, click .

The Server and Path Information dialog box is displayed.

**3f** In the *Server Object, IP or DNS* field, click  to browse for and select the second Primary Server.

**3g** In the *File Path on Server* field, click  to browse for and select the `image.zmg` file.

**4** (Conditional) If the first Primary Server has ZENworks Reporting Server installed, take a reliable back-up of the reports by using the `zman Report` commands.

For detailed information about the `zman Report` Commands, view the `zman` man page (`man zman`) on the server or see “[zman\(1\)](#)” in *ZENworks 11 SP2 Command Line Utilities Reference*.

**5** Export the certificate authority role.

**5a** Take a reliable backup of the certificate authority of the first Primary Server.

For detailed information on how to take a backup of the certificate authority, see [Section 1.3, “Backing Up the Certificate Authority,”](#) on page 9.

---

**IMPORTANT:** You must use the `-d` option with the `zman certificate-authority-export` command to remove the certificate authority role of the local server.

---

**5b** Restore the backed-up certificate authority on the second Primary Server.

For detailed information on how to restore a backed-up certificate authority, see [Section 1.4, “Restoring the Certificate Authority,”](#) on page 9.

**6** In the default closest server rule at the Management Zone level, move the first Primary Server as the last entry in the servers list.

**6a** In ZENworks Control Center, click the *Configuration* tab.

**6b** In the Management Zone Settings panel, click *Infrastructure Management > Closest Server Default Rule*.

**6c** In the *Collection Servers* list, select the check box next to the first Primary Server, then click *Move Down* until the server is the last entry in the list.

**6d** In the *Content Servers* list, select the check box next to the first Primary Server, then click *Move Down* until the server is the last entry in the list.

- 6e** In the *Configuration Servers* list, select the check box next to the first Primary Server, then click *Move Down* until the server is the last entry in the list.
- 6f** Click *OK*.
- 7** (Conditional) If you have any additional closest server rules configured, remove the first Primary Server from the rules.
  - 7a** In ZENworks Control Center, click the *Configuration* tab.
  - 7b** In the Management Zone Settings panel, click *Infrastructure Management > Closest Server Rules*.
  - 7c** Select a closest server rule, then click *Edit*.  
The Rule Construction dialog box is displayed.
  - 7d** In the *Collection Servers* list, select the check box next to the first Primary Server, then click *Remove*.
  - 7e** In the *Content Servers* list, select the check box next to the first Primary Server, then click *Remove*.
  - 7f** In the *Configuration Servers* list, select the check box next to the first Primary Server, then click *Remove*.
  - 7g** Click *OK* twice.
- 8** Refresh all the devices (Primary Servers, Satellites, and managed devices) in the Management Zone so that they get the new closest server rules.
- 9** (Optional) Reregister all the managed devices and Satellites to the new Primary Server.

---

**NOTE:** You can choose not to perform this step because there is no loss in the functionality. However, the ZENworks icon and the `zac zone-config` command continue to display the IP address and the host name of the retired Primary Server.

---

To reregister the devices, perform the following tasks on all the devices:

- 9a** Unregister the device from the Management Zone by running the following command:

```
zac unr -f
```

- 9b** Register the device in the Management Zone by running the following command:

```
zac reg https://ZENworks_Server_DNS_name:port_number
```

For more information about `zac`, view the `zac man` page (`man zac`) on the device or see the [ZENworks 11 SP2 Command Line Utilities Reference](#).

- 10** (Conditional) Move the database to another device in any of the following scenarios:
  - ◆ You are using an internal ZENworks database (embedded Sybase SQL Anywhere).
  - ◆ You are using an external database installed on the device hosting the first Primary Server and you do not plan to use the device after uninstalling the Primary Server.

To move the database to another device:

- 10a** (Conditional) If you are using an external database, ensure that you have a reliable backup of the database.

- 10b** Obtain the credentials of the database.

To procure the credentials of the internal database, use one of the following commands:

```
zman dgc -U administrator_name -P administrator_password
```

or

```
zman database-get-credentials -U administrator_name -P administrator_password
```

To obtain the credentials of the external database, contact the database administrator.

**10c** Remove the database role from the first Primary Server:

**10c1** Log into the database.

**10c2** In the SQL editor, execute the following SQL query to remove the database role entry for the first Primary Server from the zZENServerRoles table:

```
delete from zZENServerRoles where Roles='Database';
```

**10c3** In the SQL editor, execute the following SQL command:

```
commit;
```

**10d** If the database is installed on the same device as that of the first Primary Server, move the database.

**Internal Sybase:** For detailed information on how to move the data from an internal Sybase database to an external Sybase database, see [“Moving the Data from an Embedded Sybase Database to an External Sybase Database”](#) in the *ZENworks 11 SP2 Database Management Reference*.

**External Sybase:** For detailed information on how to move the data from one external Sybase database to another external Sybase database, see [“Moving the Data from One External Sybase Database to another External Sybase Database”](#) in the *ZENworks 11 SP2 Database Management Reference*.

**MS SQL:** For detailed information on how to move the data to a new MS SQL database, see the MS SQL documentation. Later on, perform the steps described in [“Configuring the ZENworks Server to Point to the New MS SQL Database Containing Data Moved from Another MS SQL Database”](#) in the *ZENworks 11 SP2 Database Management Reference*.

**Oracle:** For detailed information on how to move the data from one Oracle database to another Oracle database, see the Oracle documentation. Later on, perform the steps described in [“Configuring the ZENworks Server to Point to the New Oracle Database Containing Data Moved from Another Oracle Database”](#) in the *ZENworks 11 SP2 Database Management Reference*.

**11** Remove all Satellites under the first Primary Server from the Server Hierarchy.

For more information on how to remove the Satellites from the Server Hierarchy listing in ZENworks Control Center, see [“Removing Satellites from the Server Hierarchy”](#) in the *ZENworks 11 SP2 Primary Server and Satellite Reference*.

**12** (Conditional) If the first Primary Server has ZENworks Reporting Server installed, decommission ZENworks Reporting Server.

For detailed information on how to decommission an existing instance of ZENworks Reporting Server, see [“Performing a Backup of Reports before Decommissioning an Existing Instance of ZENworks Reporting Server”](#) in the *ZENworks 11 Reporting Server Installation Guide*.

**13** (Conditional) On the second Primary Server, install ZENworks Reporting Server, and restore the reports that you backed-up in [Step 4 on page 12](#) by using the zman Report commands.

For detailed information on how to install ZENworks Reporting Server, see *ZENworks 11 Reporting Server Installation Guide*.

For detailed information about the zman Report Commands, view the zman man page (man zman) on the server or see [“zman\(1\)”](#) in *ZENworks 11 SP2 Command Line Utilities Reference*.

**14** Retire the first Primary Server by entering one of the following commands at the second Primary Server prompt:

```
zman zsret first_primary_server_object_name
```

or

`zman zenserver-retire first_primary_server_object_name`

For more information about `zman`, view the `zman` man page (`man zman`) on the server or see “`zman(1)`” in the *ZENworks 11 SP2 Command Line Utilities Reference*.

- 15 After ensuring that all the operations in the Management Zone are working as expected, uninstall ZENworks Reporting Server on the first Primary Server.

For detailed information on how to uninstall ZENworks Reporting Server, see “[Uninstalling ZENworks Reporting Server](#)” in the *ZENworks 11 Reporting Server Installation Guide*.

- 16 After ensuring that all the operations in the Management Zone are working as expected, uninstall ZENworks 11 SP2 on the first Primary Server.

For detailed information on how to uninstall ZENworks 11 SP2, see “[Uninstalling ZENworks Software](#)” in the *ZENworks 11 Installation Guide*.

## 2.2 Replacing an Existing Primary Server with a New Primary Server

If you have only one Primary Server in the Management Zone and if you want to replace the device hosting the Primary Server with a new device that has the same hostname and IP address as the old device, you must move the Primary Server to the new device.

The existing Primary Server and the new Primary Server must have the same version of the ZENworks 11 SP2 installed.

---

**NOTE:** This scenario has been tested on the following platform combinations:

- ♦ Windows Server 2003 (32-bit) to Windows Server 2008 (32-bit)
- ♦ SUSE Linux Enterprise Server (SLES) 10 (32-bit) to SLES 10 (32-bit)

This scenario is not supported on Windows to Linux and vice-versa platform combinations.

---

- 1 Take a reliable backup of the existing ZENworks Server.

For detail information on how to take a backup of the ZENworks Server, see [Section 1.1, “Backing Up a ZENworks Server,” on page 7](#).

- 2 Take a reliable backup of the certificate authority of the Primary Server.

For detail information on how to take a backup of the certificate authority, see [Section 1.3, “Backing Up the Certificate Authority,” on page 9](#).

- 3 (Conditional) Take a reliable backup of database in any of the following scenarios:

- ♦ You are using an internal ZENworks database (embedded Sybase SQL Anywhere).
- ♦ You are using an external database installed on the device hosting the Primary Server and you do not plan to use the device after uninstalling the Primary Server.

For detailed information on how to take a backup of an internal database, see in “[Backing Up the Embedded Sybase SQL Anywhere Database](#)” in the *ZENworks 11 SP2 Database Management Reference*..

To take a backup of an external database, see the documentation for the database.

- 4 (Conditional) If the first Primary Server has ZENworks Reporting Server installed, take a reliable back-up of the reports by using the `zman` Report commands.

For detailed information about the `zman` Report Commands, view the `zman` man page (`man zman`) on the server or see “`zman(1)`” in *ZENworks 11 SP2 Command Line Utilities Reference*.

- 5 Stop all the ZENworks services on the Primary Server.

For detailed information on how to stop the ZENworks services on Windows, see “[Stopping the ZENworks Services](#)” in the *ZENworks 11 SP2 Primary Server and Satellite Reference*. For detailed information on how to stop the ZENworks services on Linux, see “[Stopping the ZENworks Services](#)” in the *ZENworks 11 SP2 Primary Server and Satellite Reference*.

- 6 Take a reliable backup of the `content-repo` directory of the Primary Server.

The `content-repo` directory is located in the `ZENworks_installation_directory\work\` directory on Windows and in the `/var/opt/novell/zenworks/` directory on Linux.

- 7 Disconnect the device from the network.

- 8 Install ZENworks 11 SP2 on the new server with the following settings that are same as that of the old Primary Server:

- ◆ Installation drive and path
- ◆ ZENworks Ports
- ◆ Management Zone name

For detailed information on how to install ZENworks 11 SP2, see “[Installing the ZENworks Server](#)” in the *ZENworks 11 Installation Guide*.

- 9 (Conditional) If the old Primary Server has ZENworks Reporting Server installed, decommission ZENworks Reporting Server.

For detailed information on how to decommission an existing instance of ZENworks Reporting Server, see “[Performing a Backup of Reports before Decommissioning an Existing Instance of ZENworks Reporting Server](#)” in the *ZENworks 11 Reporting Server Installation Guide*.

- 10 (Conditional) On the new Primary Server, install ZENworks Reporting Server.

For detailed information on how to install ZENworks Reporting Server, see *ZENworks 11 Reporting Server Installation Guide*.

- 11 Do the following on the new Primary Server:

- 11a Restore the backed-up ZENworks Server.

For detailed information on how to restore the ZENworks Server, see [Section 1.2, “Restoring a ZENworks Server,”](#) on page 8.

- 11b (Conditional) Restore the backed-up database.

For detailed information on how to restore the internal ZENworks database, see in “[Restoring the Embedded Sybase SQL Anywhere Database](#)” in the *ZENworks 11 SP2 Database Management Reference*.

- 11c Restore the backed-up Certificate Authority.

For detailed information on how to restore the certificate authority, see [Section 1.4, “Restoring the Certificate Authority,”](#) on page 9.

- 11d Re-create all the default and custom deployment packages.

**Default Deployment Packages:** At the server’s command prompt, enter the following command:

```
novell-zenworks-configure -c CreateExtractorPacks -Z
```

**Custom Deployment Packages:** At the server’s command prompt, enter the following command:

```
novell-zenworks-configure -c RebuildCustomPacks -Z
```

- 11e Copy the backed-up `content-repo` directory to the `ZENworks_installation_directory\work\` directory on Windows or to the `/var/opt/novell/zenworks/` directory on Linux.



**11f** (Conditional) If you install ZENworks Reporting Server on the new Primary Server, restore the reports that you backed-up in [Step 4 on page 15](#) by using the zman Report commands.

For detailed information about the zman Report Commands, view the zman man page (man zman) on the server or see “[zman\(1\)](#)” in [ZENworks 11 SP2 Command Line Utilities Reference](#).

**12** Ensure that the new server is running correctly. Subsequently, uninstall ZENworks 11 SP2 from the old device.

For detailed information on how to uninstall ZENworks 11 SP2, see “[Uninstalling ZENworks Software](#)” in the [ZENworks 11 Installation Guide](#).



---

# 3 Changing the IP Address or DNS Name of Primary Servers

If you want to change the IP address or DNS Name of a Primary Server after installing ZENworks 11 SP2, review the following sections:

- ♦ [Section 3.1, “Changing the IP Address of a Primary Server after Installing ZENworks 11 SP2,” on page 19](#)
- ♦ [Section 3.2, “Changing the DNS Name or the IP Address and DNS Name of a Primary Server after Installing ZENworks 11 SP2,” on page 20](#)

## 3.1 Changing the IP Address of a Primary Server after Installing ZENworks 11 SP2

If you want to change the IP address of the Primary Server after installing ZENworks 11 SP2, and if the CN of the certificate does not have the IP address configured, use the following steps to change the IP address of the Primary Server:

---

**NOTE:** This scenario has been tested only on the Windows Primary Server and the embedded Sybase database. In this setup, the DNS and DHCP servers are configured on the same device.

---

- 1 Before changing the IP address of the Primary Server, take a reliable backup of the following on all Primary Servers in the Management Zone:
  - ♦ **Content-Repo Directory:** The `content-repo` directory is located by default in the `ZENworks_installation_directory\work` directory on Windows and in the `/var/opt/novell/zenworks/` on Linux.  
Ensure that the `images` directory located within the `content-repo` directory has been successfully backed up.
  - ♦ **Certificate Authority:** For detailed information on how to back up the certificate authority, see [Section 1.3, “Backing Up the Certificate Authority,” on page 9](#).
  - ♦ **Embedded Database:** For detailed information on how to back up the embedded database, see in [“Backing Up the Embedded Sybase SQL Anywhere Database”](#) in the *ZENworks 11 SP2 Database Management Reference*.
- 2 Change the IP address of the Primary Server.

---

**IMPORTANT:** Do not change the DNS name of the server.

---

- 3 Ensure that the new IP address of the server is correctly mapped to its existing DNS name on the DNS server.
- 4 Restart all the ZENworks services by running the following command at the server’s command prompt:  

```
novell-zenworks-configure -c Start
```

By default, all the services are selected. You must select *Restart* as the *Action*.

- 5 Re-create all the default and custom deployment packages:
  - ♦ **Default Deployment Packages:** At the server's command prompt, enter the following command:  

```
novell-zenworks-configure -c CreateExtractorPacks -Z
```
  - ♦ **Custom Deployment Packages:** At the server's command prompt, enter the following command:  

```
novell-zenworks-configure -c RebuildCustomPacks -Z
```
- 6 If the database is located on the Primary Server whose IP address you changed in [Step 2](#), you must change the database server address on all the second Primary Servers. On all the second Primary Servers, change the value of database server address in the `ZENworks_Installation_Directory\Novell\ZENworks\conf\datamodel\zdm.xml` to point to the new IP address of the first Primary Server.
- 7 Restart the ZENworks Adaptive Agent.
- 8 Restart the Proxy DHCP services on all the Satellites.

---

**NOTE:** When you change the IP address of a ZENworks Primary Server on which a ZENworks Reporting Server is installed, you do not need to perform any additional steps to ensure that the ZENworks Reporting Server functions properly.

---

## 3.2 Changing the DNS Name or the IP Address and DNS Name of a Primary Server after Installing ZENworks 11 SP2

If you want to change only the DNS name or if you want to change both the IP address and DNS name of the Primary Server after installing ZENworks 11 SP2, and if the certificate's CN has fully qualified DNS configured, use the following steps to change only the DNS name or to change both the IP address and DNS name of the Primary Server:

---

**NOTE:** This scenario has been tested only on the Windows Primary Server and the embedded Sybase database. In this setup, the DNS and DHCP servers are configured on the same device.

This scenario is supported only in a zone that is configured with external certificate.

---

- 1 Take a reliable backup of the following on all the Primary Servers in the Management Zone:
  - ♦ **Content-Repo Directory:** The `content-repo` directory is located by default in the `ZENworks_installation_directory\work` directory on Windows and in the `/var/opt/novell/zenworks/` on Linux.  
Ensure that the `images` directory located within the `content-repo` directory has been successfully backed up.
  - ♦ **Certificate Authority:** For detailed information on how to back up the certificate authority, see [Section 1.3, "Backing Up the Certificate Authority,"](#) on page 9.
  - ♦ **Embedded Database:** For detailed information on how to back up the embedded database, see in ["Backing Up the Embedded Sybase SQL Anywhere Database"](#) in the *ZENworks 11 SP2 Database Management Reference*.
- 2 Create a certificate signing request (CSR) by providing the hostname of the Primary Server as the subject.  
For more information on how to create a CSR, see ["Creating an External Certificate"](#) in the *ZENworks 11 Installation Guide*.

3 At the console prompt of a Primary Server, run the following command:

```
zman sacert Path_of_the_Primary_Server_in_ZENworks_Control_Center
Path_of_Primary_Server_Certificate
```

For more information about zman, view the zman man page (`man zman`) on the device or see the [ZENworks 11 SP2 Command Line Utilities Reference](#).

This adds the certificate of the Primary Server that you specified in the command to the ZENworks database and certificate store.

---

**NOTE:** You must run the command for each device whose certificate you want to replace.

---

4 Refresh all the devices, including the Primary Servers, in the zone.

The Primary Server certificates that were imported in [Step 3](#) are sent to the devices as configuration data.

5 Import the root certificate of the new certificate authority into the trusted store on all the devices in the zone through the `zac cert-info` command. You can choose to execute the command in one of the following ways:

- ♦ Manually run the following command on each Primary Server and managed device in the zone:

```
zac cert-info certificate_file_path -u zone_administrator_username -p
zone_administrator_password
```

For more information about zac, view the zac man page (`man zac`) on the device or see the [ZENworks 11 SP2 Command Line Utilities Reference](#).

- ♦ Use a ZENworks bundle.

For more information about bundles, see “[Creating Bundles](#)” in the [ZENworks 11 SP2 Software Distribution Reference](#).

6 Enforce the new certificates on the zone by running the following command at the console prompt of each Primary Server in the zone:

```
novell-zenworks-configure -c SSL -Z
```

Follow the prompts.

7 Restart all the ZENworks services on all the Primary Servers in the zone by running the following command at the console prompt of each Primary Server in the zone:

```
novell-zenworks-configure -c Start
```

By default, all the services are selected. You must select *Restart* as the *Action*.

8 Refresh all the devices, including the Primary Servers, in the zone.

If any device is not reachable during the refresh, you must first establish a connection with the device, then run the following command at the console prompt of each device to reestablish the trust between the device and the zone:

```
zac retr -u zone_administrator_username -p zone_administrator_password
```

9 Re-create all the default and custom deployment packages for all the Primary Servers:

- ♦ **Default Deployment Packages:** At the console prompt of each Primary Server in the zone, enter the following command:

```
novell-zenworks-configure -c CreateExtractorPacks -Z
```

- ♦ **Custom Deployment Packages:** At the console prompt of each Primary Server in the zone, enter the following command:

```
novell-zenworks-configure -c RebuildCustomPacks -Z
```

- 10 Configure the Satellites with the new external certificates by entering the following command at the console prompt of each Satellite in the zone:

```
zac iac -pk private-key.der -c signed-server_certificate.der -ca signing-authority-  
public-certificate.der -ks keystore.jks -ksp keystore-pass-phrase -a signed-cert-  
alias -ks signed-cert-passphrase -u username -p password -rc
```

For more information about zac, view the zac man page (`man zac`) on the device or see the [ZENworks 11 SP2 Command Line Utilities Reference](#).

- 11 (Conditional) If your zone includes Intel AMT devices, unprovision and provision the devices.

For more information about unprovisioning and provisioning Intel AMT devices, see “[Configuring Intel AMT Devices in Enterprise Mode](#)” in the [ZENworks 11 Out-of-Band Management Reference](#).

---

# 4 Reconfiguring a Zone Certificate Before It Expires

ZENworks prompts you to change your ZENworks zone certificate 90 days before the expiration of the certificate. The following warning message is displayed for each administrator once every 24 hours after the administrator logs in to ZENworks Control Center:

The certificate on *hostname\_of\_the\_device* will expire in *number\_of\_days* days.

The message is displayed for every server and zone whose certificate is about to expire.

If you do not change your zone certificate before it expires, the communication between Primary Servers and managed devices breaks down, and the managed devices fail to receive new assignments and policies. You should re-create the certificate before it expires because recreating a certificate after it expires is a very cumbersome process that involves performing manual tasks on each device in the zone.

The information provided in this section is applicable for Windows and Linux platforms.

To re-create the zone certificate before it expires, review the following scenarios:

- ♦ [Section 4.1, “Changing the Zone Certificate from Internal to External,” on page 23](#)
- ♦ [Section 4.2, “Replacing an Internal Server Certificate with a New Internal Server Certificate,” on page 25](#)
- ♦ [Section 4.3, “Replacing an External Server Certificate with a New External Server Certificate Issued by the Same Certificate Authority,” on page 26](#)
- ♦ [Section 4.4, “Replacing an External Server Certificate with a New External Server Certificate Issued by a Different Certificate Authority,” on page 28](#)
- ♦ [Section 4.5, “Configuring the ZENworks Reporting Server Tomcat Server When the ZENworks Certificate Changes,” on page 30](#)

---

## IMPORTANT

ZENworks 11 SP2 currently does not support changing the external certificate to an internal certificate on Primary Servers.

---

## 4.1 Changing the Zone Certificate from Internal to External

To change your zone certificate from an internal certificate to an external certificate:

- 1 Take a reliable backup of the following on all Primary Servers in the Management Zone:
  - ♦ **Content-Repo Directory:** The `content-repo` directory is located by default in the `ZENworks_installation_directory\work` directory on Windows and in the `/var/opt/novell/zenworks/` on Linux.

Ensure that the images directory located within the `content-repo` directory has been successfully backed up.

- ♦ **Certificate Authority:** For detailed information on how to back up the certificate authority, see [Section 1.3, “Backing Up the Certificate Authority,” on page 9](#).
- ♦ **Embedded Database:** For detailed information on how to take a backup of the embedded database, see in [“Backing Up the Embedded Sybase SQL Anywhere Database”](#) in the [ZENworks 11 SP2 Database Management Reference](#)..

- 2 Create a server certificate for each Primary Server in the zone by providing the fully qualified DNS (FQDN) of the Primary Server as the subject.

For more information on how to create a CSR, see [“Creating an External Certificate”](#) in the [ZENworks 11 Installation Guide](#).

- 3 At the console prompt of a Primary Server, run the following command:

```
zman sacert Path_of_the_Primary_Server_in_ZENworks_Control_Center  
Path_of_Primary_Server_Certificate
```

For more information about `zman`, view the `zman` man page (`man zman`) on the device or see [“zman\(1\)”](#) in the [ZENworks 11 SP2 Command Line Utilities Reference](#).

This adds the certificate of the Primary Server that you specified in the command to the ZENworks database and certificate store.

---

**NOTE:** You must run the command for each Primary Server whose certificate you want to replace.

---

- 4 Refresh all the devices, including the Primary Servers, in the zone.

The Primary Server certificates that were imported in [Step 3](#) are sent to the devices as configuration data.

- 5 Import the root certificate of the new certificate authority into the trusted store on all the devices in the zone through the `zac cert-info` command. You can choose to execute the command in one of the following ways:

- ♦ Manually run the following command on each Primary Server and managed device in the zone:

```
zac cert-info certificate_file_path -u zone_administrator_username -p  
zone_administrator_password
```

For more information about `zac`, view the `zac` man page (`man zac`) on the device or see the [ZENworks 11 SP2 Command Line Utilities Reference](#).

- ♦ Use a ZENworks bundle.

For more information about bundles, see [“Creating Bundles”](#) in the [ZENworks 11 SP2 Software Distribution Reference](#).

- 6 Enforce the new certificates on the zone by running the following command at the console prompt of each Primary Server in the zone:

```
novell-zenworks-configure -c SSL -Z
```

Follow the prompts.

- 7 Restart all the ZENworks services on all the Primary Servers in the zone by running the following command at the console prompt of each Primary Server in the zone:

```
novell-zenworks-configure -c Start
```

By default, all the services are selected. You must select *Restart* as the *Action*.

- 8 Refresh all the devices, including the Primary Servers, in the zone.



If any device is not reachable during the refresh, you must first establish a connection with the device, then run the following command at the console prompt of each device to reestablish the trust between the device and the zone:

```
zac retr -u zone_administrator_username -p zone_administrator_password
```

**9** Re-create all the default and custom deployment packages for all the Primary Servers:

- ◆ **Default Deployment Packages:** At the console prompt of each Primary Server in the zone, enter the following command:

```
novell-zenworks-configure -c CreateExtractorPacks -Z
```

- ◆ **Custom Deployment Packages:** At the console prompt of each Primary Server in the zone, enter the following command:

```
novell-zenworks-configure -c RebuildCustomPacks -Z
```

**10** Configure the Satellites with the new external certificates by entering the following command at the console prompt of each Satellite in the zone:

```
zac iac -pk private-key.der -c signed-server_certificate.der -ca signing-authority-public-certificate.der -ks keystore.jks -ksp keystore-pass-phrase -a signed-cert-alias -ks signed-cert-passphrase -u username -p password -rc
```

For more information about zac, view the zac man page (`man zac`) on the device or see the [ZENworks 11 SP2 Command Line Utilities Reference](#).

**11** (Conditional) If your zone includes Intel AMT devices, unprovision and provision the devices.

For more information about unprovisioning and provisioning Intel AMT devices, see “[Configuring Intel AMT Devices in Enterprise Mode](#)” in the [ZENworks 11 Out-of-Band Management Reference](#).

---

**NOTE:** Because ZENworks and ZENworks Reporting Server use the same certificate, the ZENworks Reporting Server Tomcat server must be configured when the ZENworks certificate is changed. For information on how to configure the ZENworks Reporting Server, see [Section 4.5, “Configuring the ZENworks Reporting Server Tomcat Server When the ZENworks Certificate Changes,”](#) on page 30.

---

## 4.2 Replacing an Internal Server Certificate with a New Internal Server Certificate

If the internal server certificate of your Windows or Linux Primary Server has expired or if the server certificate key pair has been compromised, you can choose to replace the certificate with a new internal server certificate.

**1** Before replacing an internal server certificate with a new internal server certificate, take a reliable backup of the following on all Primary Servers in the Management Zone:

- ◆ **Content-Repo Directory:** The content-repo directory is located by default in the `ZENworks_installation_directory\work` directory on Windows and in the `/var/opt/novell/zenworks/` on Linux.

Ensure that the images directory located within the content-repo directory has been successfully backed up.

- ◆ **Certificate Authority:** For detailed information on how to back up the certificate authority, see [Section 1.3, “Backing Up the Certificate Authority,”](#) on page 9.
- ◆ **Embedded Database:** For detailed information on how to back up the embedded database, see in “[Backing Up the Embedded Sybase SQL Anywhere Database](#)” in the [ZENworks 11 SP2 Database Management Reference](#).

- 2 Reconfigure the certificate on the Primary Server whose certificate has expired by entering the following command at the server's command prompt:

```
novell-zenworks-configure -c SSL -Z
```

Follow the prompts.

- 3 Restart all the ZENworks services by running the following command:

```
novell-zenworks-configure -c Start
```

By default, all the services are selected. You must select *Restart* as the *Action*.

- 4 Reestablish the certificate trust on all the devices registered to the Primary Server whose certificate has expired by running the following command on all of the devices:

```
zac retr -u zone_administrator_username -p zone_administrator_password
```

For more information about `zac`, view the `zac` man page (`man zac`) on the device or see the [ZENworks 11 SP2 Command Line Utilities Reference](#).

- 5 (Conditional) If your zone includes Intel AMT devices, unprovision and provision the devices.

For more information about unprovisioning and provisioning Intel AMT devices, see “[Configuring Intel AMT Devices in Enterprise Mode](#)” in the [ZENworks 11 Out-of-Band Management Reference](#).

---

**NOTE:** Because ZENworks and ZENworks Reporting Server use the same certificate, the ZENworks Reporting Server Tomcat server must be configured when the ZENworks certificate is changed. For information on how to configure the ZENworks Reporting Server, see [Section 4.5, “Configuring the ZENworks Reporting Server Tomcat Server When the ZENworks Certificate Changes,”](#) on page 30.

---

## 4.3 Replacing an External Server Certificate with a New External Server Certificate Issued by the Same Certificate Authority

- 1 Before replacing an external server certificate with a new external server certificate that is issued by the same certificate authority, take a reliable backup of the following on all Primary Servers in the Management Zone:

- ♦ **Content-Repo Directory:** The `content-repo` directory is located by default in the `ZENworks_installation_directory\work` directory on Windows and in the `/var/opt/novell/zenworks/` on Linux.

Ensure that the `images` directory located within the `content-repo` directory has been successfully backed up.

- ♦ **Certificate Authority:** For detailed information on how to back up the certificate authority, see [Section 1.3, “Backing Up the Certificate Authority,”](#) on page 9.
- ♦ **Embedded Database:** For detailed information on how to back up the embedded database, see in “[Backing Up the Embedded Sybase SQL Anywhere Database](#)” in the [ZENworks 11 SP2 Database Management Reference](#).

- 2 Create a certificate signing request (CSR) by providing the hostname of the Primary Server as the subject.

For more information on how to create a CSR, see “[Creating an External Certificate](#)” in the [ZENworks 11 Installation Guide](#).

- 3 At the console prompt of a Primary Server, run the following command:

```
zman sacert Path_of_the_Primary_Server_in_ZENworks_Control_Center
Path_of_Primary_Server_Certificate
```

For more information about `zman`, view the `zman` man page (`man zman`) on the device or see “[zman\(1\)](#)” in the [ZENworks 11 SP2 Command Line Utilities Reference](#).

This adds the certificate of the Primary Server that you specified in the command to the ZENworks database and certificate store.

---

**NOTE:** You must run the command for each device whose certificate you want to replace.

---

- 4 Refresh all the devices, including the Primary Servers, in the zone.

The Primary Server certificates that were imported in [Step 3](#) are sent to the devices as configuration data.

- 5 Enforce the new certificates on the zone by running the following command at the console prompt of each Primary Server in the zone:

```
novell-zenworks-configure -c SSL -Z
```

Follow the prompts.

- 6 Restart all the ZENworks services on all the Primary Servers in the zone by running the following command at the console prompt of each Primary Server in the zone:

```
novell-zenworks-configure -c Start
```

By default, all the services are selected. You must select *Restart* as the *Action*.

- 7 Refresh all the devices, including the Primary Servers, in the zone.

If any device is not reachable during the refresh, you must first establish a connection with the device, then run the following command at the console prompt of each device to reestablish the trust between the device and the zone:

```
zac retr -u zone_administrator_username -p zone_administrator_password
```

- 8 Re-create all the default and custom deployment packages for all the Primary Servers:

- ♦ **Default Deployment Packages:** At the console prompt of each Primary Server in the zone, enter the following command:

```
novell-zenworks-configure -c CreateExtractorPacks -Z
```

- ♦ **Custom Deployment Packages:** At the console prompt of each Primary Server in the zone, enter the following command:

```
novell-zenworks-configure -c RebuildCustomPacks -Z
```

---

**NOTE:** Because ZENworks and ZENworks Reporting Server use the same certificate, the ZENworks Reporting Server Tomcat server must be configured when the ZENworks certificate is changed. For information on how to configure the ZENworks Reporting Server, see [Section 4.5, “Configuring the ZENworks Reporting Server Tomcat Server When the ZENworks Certificate Changes,”](#) on page 30.

---

## 4.4 Replacing an External Server Certificate with a New External Server Certificate Issued by a Different Certificate Authority

- 1 If you want to change your zone certificate authority, take a reliable backup of the following on all Primary Servers in the Management Zone:
  - ♦ **Content-Repo Directory:** The `content-repo` directory is located by default in the `ZENworks_installation_directory\work` directory on Windows and in the `/var/opt/novell/zenworks/` on Linux.  
Ensure that the `images` directory located within the `content-repo` directory has been successfully backed up.
  - ♦ **Certificate Authority:** For detailed information on how to back up the certificate authority, see [Section 1.3, “Backing Up the Certificate Authority,” on page 9](#).
  - ♦ **Embedded Database:** For detailed information on how to back up the embedded database, see in [“Backing Up the Embedded Sybase SQL Anywhere Database”](#) in the *ZENworks 11 SP2 Database Management Reference*.
- 2 Create a server certificate by using the new certificate authority for each Primary Server in the zone by providing the fully qualified DNS (FQDN) of the Primary Server as the subject.  
For more information on how to create a CSR, see [“Creating an External Certificate”](#) in the *ZENworks 11 Installation Guide*.
- 3 At the console prompt of a Primary Server, run the following command:

```
zman sacert Path_of_the_Primary_Server_in_ZENworks_Control_Center  
Path_of_Primary_Server_Certificate
```

For more information about `zman`, view the `zman` man page (`man zman`) on the device or see [“zman\(1\)”](#) in the *ZENworks 11 SP2 Command Line Utilities Reference*.

This adds the certificate of the Primary Server that you specified in the command to the ZENworks database and certificate store.

---

**NOTE:** You must run the command for each Primary Server whose certificate you want to replace.

---

- 4 Refresh all the devices, including the Primary Servers, in the zone.  
The Primary Server certificates that were imported in [Step 3](#) are sent to the devices as configuration data.
- 5 Import the root certificate of the new certificate authority into the trusted store on all the devices in the zone through the `zac cert-info` command. You can choose to execute the command in one of the following ways:
  - ♦ Manually run the following command on each Primary Server and managed device in the zone:

```
zac cert-info certificate_file_path -u zone_administrator_username -p  
zone_administrator_password
```

For more information about `zac`, view the `zac` man page (`man zac`) on the device or see the *ZENworks 11 SP2 Command Line Utilities Reference*.

- ♦ Use a ZENworks bundle.

For more information about bundles, see [“Creating Bundles”](#) in the *ZENworks 11 SP2 Software Distribution Reference*.

- 6 Enforce the new certificates on the zone by running the following command at the console prompt of each Primary Server in the zone:

```
novell-zenworks-configure -c SSL -Z
```

Follow the prompts.

- 7 Restart all the ZENworks services on all the Primary Servers in the zone by running the following command at the console prompt of each Primary Server in the zone:

```
novell-zenworks-configure -c Start
```

By default, all the services are selected. You must select *Restart* as the *Action*.

- 8 Refresh all the devices, including the Primary Servers, in the zone.

If any device is not reachable during the refresh, you must first establish a connection with the device, then run the following command at the console prompt of each device to reestablish the trust between the device and the zone:

```
zac retr -u zone_administrator_username -p zone_administrator_password
```

- 9 Re-create all the default and custom deployment packages for all the Primary Servers:

- ♦ **Default Deployment Packages:** At the console prompt of each Primary Server in the zone, enter the following command:

```
novell-zenworks-configure -c CreateExtractorPacks -Z
```

- ♦ **Custom Deployment Packages:** At the console prompt of each Primary Server in the zone, enter the following command:

```
novell-zenworks-configure -c RebuildCustomPacks -Z
```

- 10 Configure the Satellites with the new external certificates by entering the following command at the Satellite's prompt:

```
zac iac -pk private-key.der -c signed-server_certificate.der -ca signing-authority-public-certificate.der -ks keystore.jks -ksp keystore-pass-phrase -a signed-cert-alias -ks signed-cert-passphrase -u username -p password -rc
```

For more information about `zac`, view the `zac` man page (`man zac`) on the device or see the [ZENworks 11 SP2 Command Line Utilities Reference](#).

- 11 (Conditional) If your zone includes Intel AMT devices, unprovision and provision the devices.

For more information about unprovisioning and provisioning Intel AMT devices, see [“Configuring Intel AMT Devices in Enterprise Mode”](#) in the [ZENworks 11 Out-of-Band Management Reference](#).

---

**NOTE:** Because ZENworks and ZENworks Reporting Server use the same certificate, the ZENworks Reporting Server Tomcat server must be configured when the ZENworks certificate is changed. For information on how to configure the ZENworks Reporting Server, see [Section 4.5, “Configuring the ZENworks Reporting Server Tomcat Server When the ZENworks Certificate Changes,”](#) on page 30.

---

## 4.5 Configuring the ZENworks Reporting Server Tomcat Server When the ZENworks Certificate Changes

ZENworks and ZENworks Reporting Server use the same SSL certificate. When the ZENworks certificate is changed, the ZENworks Reporting Server Tomcat server must be configured for the newly added certificate.

- 1 Stop the ZENworks Reporting Server Tomcat server.
- 2 Open the `server.xml` file from the following location:  
**On Windows:** `%zenworks_home%\share\tomcat\conf`  
**On Linux:** `/opt/novell/zenworks/share/tomcat/conf`
- 3 In the `server.xml` file, navigate to the section where SSL port 443 is configured and make note of the value of the `keystorePass` attribute.
- 4 Open the `server.xml` file from the following location:  
**On Windows:** `%zenworks_home%\share\boe\Tomcat55\conf\`  
**On Linux:** `/opt/novell/zenworks/share/boe/bobje/tomcat/conf`
- 5 Backup the `server.xml` file in a temporary location.
- 6 In the `server.xml` file, in the section where SSL port 8443 is configured, change the value of the `keystorePass` attribute to the value copied in the notepad, in [Step 3](#).
- 7 Save the `server.xml` file.
- 8 Start the ZENworks Reporting Server Tomcat server.

---

# 5 Reconfiguring a Zone Certificate After It Expires

ZENworks prompts you to change your ZENworks zone certificate 90 days before the expiration of the certificate. The following warning message is displayed for each administrator once every 24 hours when the administrator logs in to ZENworks Control Center:

The certificate on *hostname\_of\_the\_device* will expire in *number\_of\_days* days.

The message is displayed for every server and zone whose certificate is about to expire.

If you do not change your zone certificate before it expires, the communication between Primary Servers and managed devices breaks down, and the managed devices fail to receive new assignments and policies. To reestablish the communication, you have to re-create the certificate. ZENworks allows you to re-create the certificates in the following scenarios:

- ♦ Changing the zone certificate from internal to external
- ♦ Replacing an internal server certificate with a new internal server certificate
- ♦ Replacing an external server certificate with a new external server certificate issued by the same certificate authority
- ♦ Replacing an external server certificate with a new external server certificate issued by a different certificate authority

You use the same procedure to re-create the certificates in all the scenarios.

The information provided in this section is applicable for Windows and Linux platforms.

---

**IMPORTANT:** ZENworks 11 SP2 currently does not support changing the external certificate to an internal certificate on Primary Servers.

---

To replace a zone certificate after it expires:

- 1 Before replacing an internal server certificate with a new internal server certificate, take a reliable backup of the following on all the Primary Servers in the Management Zone:
  - ♦ **Content-Repo Directory:** The `content-repo` directory is located by default in the `ZENworks_installation_directory\work` directory on Windows and in the `/var/opt/novell/zenworks/` on Linux.  
Ensure that the `images` directory located within the `content-repo` directory has been successfully backed up.
  - ♦ **Certificate Authority:** For detailed information on how to back up the certificate authority, see [Section 1.3, “Backing Up the Certificate Authority,” on page 9](#).
  - ♦ **Embedded Database:** For detailed information on how to back up the embedded database, see in [“Backing Up the Embedded Sybase SQL Anywhere Database”](#) in the *ZENworks 11 SP2 Database Management Reference*.

- 2 Reconfigure the certificate on the Primary Server whose certificate has expired by entering the following command at the server's command prompt:

```
novell-zenworks-configure -c SSL -Z
```

Follow the prompts.

- 3 Restart all the ZENworks services by running the following command:

```
novell-zenworks-configure -c Start
```

By default, all the services are selected. You must select *Restart* as the *Action*.

- 4 Reestablish the certificate trust on all the devices registered to the Primary Server whose certificate has expired by running the following command on all such devices, including the Primary Server:

```
zac retr -u zone_administrator_username -p zone_administrator_password
```

For more information about `zac`, view the `zac` man page (`man zac`) on the device or see the [ZENworks 11 SP2 Command Line Utilities Reference](#).

- 5 (Conditional) If your zone includes Intel AMT devices, unprovision and provision the devices.

For more information about unprovisioning and provisioning Intel AMT devices, see “[Configuring Intel AMT Devices in Enterprise Mode](#)” in the [ZENworks 11 Out-of-Band Management Reference](#).